

Complaint about childcare provision

Ref: EY467957/4367540

Date: 26 November 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 25 October 2019 we received historical concerns relating to an event in June 2019 suggesting that this provider was not meeting some of these requirements. We have issued a Notice to Improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 6 December 2019

increase information included in the records of accidents and injuries, with particular regard to the detail of the injuries and of the first aid the treatment given

improve knowledge and understanding of the requirement to notify Ofsted of any serious accident or injury to any child while in your care and of the action taken, as soon as reasonably practicable

improve knowledge and understanding of the requirement to notify Ofsted of any significant events which may affect the premises or space available to children and the quality of childcare available to them.

We have received a suitable response within the timescales given. Appropriate steps have been taken and the provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and](#)

[complaints about childminders and childcare providers leaflet.](#)